

<b>FCC Form 481 - Carrier Annual Reporting</b> <b>Data Collection Form</b>	<b>FCC Form 481</b> OMB Control No. 3050-0585/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	462192
<015> Study Area Name	BIG SANDY TELECOM
<020> Program Year	2015
<030> Contact Name: Person USAC should contact with questions about this data	Barbara Galarido
<035> Contact Telephone Number: Number of the person identified in data line <030>	2075354126 ext.
<039> Contact Email Address: Email of the person identified in data line <030>	bgalarido@fairpoint.com

<b>ANNUAL REPORTING FOR ALL CARRIERS</b>	54.313 Completion Required	54.422 Completion Required
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<100> Service Quality Improvement Reporting	(complete attached worksheet)	<div style="border: 1px solid black; padding: 2px; text-align: center;">✓</div>
<200> Outage Reporting (voice)	(complete attached worksheet)	<div style="border: 1px solid black; padding: 2px; text-align: center;">✓</div>
<210> <span style="background-color: black; color: black;">[REDACTED]</span> <- check box if no outages to report		<div style="border: 1px solid black; padding: 2px; text-align: center;">✓</div>
<300> Unfulfilled Service Requests (voice)		<div style="border: 1px solid black; padding: 2px; text-align: center;">✓</div>
<310> Detail on Attempts (voice)		<div style="border: 1px solid black; padding: 2px; text-align: center;">[REDACTED]</div>
(attach descriptive document)		
<320> Unfulfilled Service Requests (broadband)		<div style="border: 1px solid black; padding: 2px; text-align: center;">✓</div>
<330> Detail on Attempts (broadband)		<div style="border: 1px solid black; padding: 2px; text-align: center;">[REDACTED]</div>
(attach descriptive document)		
<400> Number of Complaints per 1,000 customers (voice)		
<410> Fixed		<div style="border: 1px solid black; padding: 2px; text-align: center;">✓</div>
<420> Mobile	0.0	<div style="border: 1px solid black; padding: 2px; text-align: center;">✓</div>
<430> Number of Complaints per 1,000 customers (broadband)		
<440> Fixed		<div style="border: 1px solid black; padding: 2px; text-align: center;">✓</div>
<450> Mobile	0.0	
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<div style="border: 1px solid black; padding: 2px; text-align: center;">✓</div>
<510> <span style="background-color: black; color: black;">[REDACTED]</span>	(attach descriptive document)	<div style="border: 1px solid black; padding: 2px; text-align: center;">✓</div>
<600> Functionality in Emergency Situations	(check to indicate certification)	<div style="border: 1px solid black; padding: 2px; text-align: center;">✓</div>
<610> <span style="background-color: black; color: black;">[REDACTED]</span>	(attach descriptive document)	<div style="border: 1px solid black; padding: 2px; text-align: center;">✓</div>
<700> Company Price Offerings (voice)	(complete attached worksheet)	<div style="border: 1px solid black; padding: 2px; text-align: center;">✓</div>
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<div style="border: 1px solid black; padding: 2px; text-align: center;">✓</div>
<800> Operating Companies and Affiliates	(complete attached worksheet)	<div style="border: 1px solid black; padding: 2px; text-align: center;">✓</div>
<900> Tribal Land Offerings (Y/N)?	(if yes, complete attached worksheet)	<div style="border: 1px solid black; padding: 2px; text-align: center;">✓</div>
<1000> Voice Services Rate Comparability	(check to indicate certification)	<div style="border: 1px solid black; padding: 2px; text-align: center;">✓</div>
<1010> <span style="background-color: black; color: black;">[REDACTED]</span>	(attach descriptive document)	<div style="border: 1px solid black; padding: 2px; text-align: center;">✓</div>
<1100> Terrestrial Backhaul (Y/N)?	(if not, check to indicate certification)	<div style="border: 1px solid black; padding: 2px; text-align: center;">✓</div>
<1110>	(complete attached worksheet)	<div style="border: 1px solid black; padding: 2px; text-align: center;">[REDACTED]</div>
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<div style="border: 1px solid black; padding: 2px; text-align: center;">✓</div>

<b>Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet</b> Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers		
<2000>	(check to indicate certification)	<div style="border: 1px solid black; padding: 2px; text-align: center;">✓</div>
<2005>	(complete attached worksheet)	<div style="border: 1px solid black; padding: 2px; text-align: center;">✓</div>
<b>Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet</b>		
<3000>	(check to indicate certification)	<div style="border: 1px solid black; padding: 2px; text-align: center;">[REDACTED]</div>
<3005>	(complete attached worksheet)	<div style="border: 1px solid black; padding: 2px; text-align: center;">[REDACTED]</div>

**(100) Service Quality Improvement Reporting  
Data Collection Form**

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	462192
<015>	Study Area Name	BIG SANDY TELECOM
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galarde
<035>	Contact Telephone Number - Number of person identified in data line <030>	207354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalarde@telpoint.com
<110>	Has your company received its ETC certification from the FCC?	(Yes / no ) <input checked="" type="radio"/> <input type="radio"/>
<111>	If your answer to line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(Yes / no ) <input type="radio"/> <input type="radio"/>

If your answer to line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

112 Service Quality Improvement Reporting.pdf

Name of Attached Document

Please check these boxes below to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How (USF) was used to improve service quality
- <116> How (USF) was used to improve service coverage
- <117> How (USF) was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	462192
<015>	Study Area Name	BIG SANDY TELECOM
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@alpspintl.com

[illegible]



FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

1/1/2024

Page 4

<010>	Study Area Code	462192
<015>	Study Area Name	BIG SANDY TELCOM
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2073254126 ext.
<038>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fslzpointe.com

Page 5

(800) Operating Companies  
Data Collection Form

ECC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
JUN 2013

<010>	Study Area Code	462192
<015>	Study Area Name	BIG SANDY TELECOM
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Calardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	207354126 ext.
<039>	Contact Email Address - Email address of person identified in data line <030>	bcalardo@bigtelinc.com
<810>	Reporting Carrier	Big Sandy Telecom
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	Big Sandy Telecom

[illegible]



(900) Tribal Lands Reporting  
Data Collection Form

FCO Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	462192
<015>	Study Area Name	BIG SANDY TRIBES
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@falpointe.com

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes, No, NA)	

(1100) No Terrestrial Backhaul Reporting  
 Data Collection Form

FCC Form 481  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

<010>	Study Area Code	452192
<015>	Study Area Name	BTC SANDY TELECOM
<020>	Program Year	2015
<030>	Contact Name - Person USA/C should contact regarding this data	Barbara Colardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	207354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bcolardo@talpoint.com

<120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)

☐

<130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)

☐



<b>(1200) Terms and Condition for Lifeline Customers</b>		<b>FCC Form 481</b>	
<b>Lifeline</b>		<b>OMB Control No. 3060-0986/OMB Control No. 3060-0519</b>	
<b>Data Collection Form</b>		<b>July 2013</b>	

<010> Study Area Code

462192

<015> Study Area Name

BIG SANDY TELECOM

<020> Program Year

2015

<030> Contact Name - Person USAC should contact regarding this data

Bartolo Galardo

<035> Contact Telephone Number - Number of person identified in data line <030>

2075354126 ext.

<039> Contact Email Address - Email Address of person identified in data line <030>

bgalardo@bigpoint.com

462192eq1210.pdf

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP

://www.turiffa.net/fairpoint/clet.asp?cd=644

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,



<1222> Details on the number of minutes provided as part of the plan,



<1223> Additional charges for toll calls, and rates for each such plan.



**(2000) Price Cap Carrier Additional Documentation**  
Data Collection Form  
*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

FCC Form 483  
OMB Control No. 3050-0585/OMB Control No. 3050-0819  
July 2013

<010>	Study Area Code	462152
<015>	Study Area Name	BIG SANDY TELECOM
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	207554126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Bgalardo@bigbroadband.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b)(4)(d)(e) the information reported on this form and in the documents attached below is accurate.

<b>Incremental Connect America Phase I reporting</b>		
<2010>	2nd Year Certification (47 CFR § 54.313(b)(1))	<input type="checkbox"/>
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))	<input type="checkbox"/>
<b>Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(c))</b>		
<2012>	2013 Frozen Support Certification	<input type="checkbox"/>
<2013>	2014 Frozen Support Certification	<input checked="" type="checkbox"/>
<2014>	2015 Frozen Support Certification	<input type="checkbox"/>
<2015>	2016 and future Frozen Support Certification	<input type="checkbox"/>
<b>Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))</b>		
<2016>	Certification Support Used to Build Broadband	<input type="checkbox"/>
<b>Connect America Phase II Reporting (47 CFR § 54.313(e))</b>		
<2017>	3rd year Broadband Service Certification	<input type="checkbox"/>
<2018>	5th year Broadband Service Certification	<input type="checkbox"/>
<2019>	Interim Progress Certification	<input type="checkbox"/>
<2020>	Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	<input type="checkbox"/>
<2021>	Interim Progress Community Anchor Institutions	<input type="checkbox"/>

Name of Attached Document Listing Required Information

**(3000) Rate Of Return Carrier Additional Documentation Data Collection Form**

FCC Form 483  
OMB Control No. 3060-0086/OMB Control No. 3060-0015  
July 2013

<010> Study Area Code	462192
<020> Study Area Name	RIG SANDY TELECOM
<030> Program Year	2015
<035> Contact Name - Person USAC should contact regarding this data	BUTSIRA GILARDO
<035> Contact Telephone Number - Number of person identified in data line <030>	201534126 ext.
<035> Contact Email Address - Email Address of person identified in data line <030>	kgilardo@att.net

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.313(f)(2)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3010) Progress Report on 5 Year Plan Millstone Certification (47 CFR § 54.313(f)(1)(i))	<input type="checkbox"/>	Name of Attached Document Listing Required Information
(3011) Please check the box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313(f)(1)(i), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	<input type="checkbox"/>	
(3012) Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))	<input type="checkbox"/>	Name of Attached Document Listing Required Information
(3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))	<input checked="" type="checkbox"/>	(Yes/No) <input checked="" type="checkbox"/>
(3014) If yes, does your company file the RUS annual report	<input checked="" type="checkbox"/>	(Yes/No) <input checked="" type="checkbox"/>
Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:	<input type="checkbox"/>	
(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	<input type="checkbox"/>	
(3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>	
(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	<input type="checkbox"/>	Name of Attached Document Listing Required Information (Yes/No) <input type="checkbox"/>
(3018) If the response is no on line 3014, is your company audited?	<input type="checkbox"/>	
(3019) If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:	<input type="checkbox"/>	
(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>	
(3021) Management letter issued by the independent certified public accountant that performed the company's financial audit.	<input type="checkbox"/>	
(3022) If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:	<input type="checkbox"/>	
(3023) Copy of their financial statement which has been subject to review by an independent certified public accountant or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers.	<input type="checkbox"/>	
(3024) Underlying information subjected to a review by an independent certified public accountant	<input type="checkbox"/>	
(3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>	
(3026) Attach the worksheet listing required information	<input type="checkbox"/>	Name of Attached Document Listing Required Information



<b>Certification - Reporting Carrier Data Collection Form</b>	<b>FCC Form 481</b> OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	462192
<015> Study Area Name	BIG SANDY TELECOM
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

<b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: BIG SANDY TELECOM	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/25/2014
Printed name of Authorized Officer: Mike Skriwan	
Title or position of Authorized Officer: VP Regulatory	
Telephone number of Authorized Officer: 2075354150 ext.	
Study Area Code of Reporting Carrier: 462192	Filing Due Date for this form: 07/01/2014
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

## Attachments

FCC Form 481

Line 100- Service Quality Improvement Reporting  
{47 CFR 54.313(a)(1)}

In the FCC's Public Notice DA 14-951, released May 1, 2014, the FCC waived the requirement for price cap ETCs to file a five-year plan.<sup>1</sup>

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<sup>1</sup> The Public Notice stated, in relevant part:

We now grant a waiver of this requirement for price cap ETCs for an additional year. Because the Bureau just finalized the Connect America Cost Model, and price cap carriers have not yet had the opportunity to make a state-level commitment for Connect America Phase II, we find that it is not in the public interest to require price cap ETCs to file new five-year plans in 2014 for the same reason as last year: they do not yet know which areas they will be serving in the future.



**Big Sandy Telcom  
Colorado  
462192**

**Line 510: Service Quality Reporting/Consumer Protection Rules Compliance**

Big Sandy Telcom hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The Colorado Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in the Code of State Regulations, compliance with provisions for Quality of Service as identified in the Code of State Regulations, compliance with Service Objectives as identified in the Code of State Regulations, compliance with customer Inquiry procedure as identified in the Code of State Regulations, compliance with Dispute standards as identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its *2005 ETC Order*,<sup>1</sup> the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers."<sup>2</sup> The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."<sup>3</sup>

Big Sandy Telecom are subject to Service Quality reporting requirements per 4 CCR 723-2, Rule 2341. Trouble reports exceeding 8 reports per 100 lines (averaged over a 3-month period) and Out-of-Service reports under 85% cleared within 24 hours (per wire center) are to be submitted to the Commission within 31 days following the end of the month in which the standard is not met via written report listing each offending wire center. Penalties and or fines may be assessed in the event of non-compliance pursuant to state regulations.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their statement. Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at [consumer@fairpoint.com](mailto:consumer@fairpoint.com). The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

<sup>1</sup> *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order").

<sup>2</sup> *Id.* at para. 28.



FairPoint Communications

1 Davis Farm Road  
Portland, ME 04103

Barney Boynton  
Director, Operational Risk

Form 481 Line 610: Functionality in Emergency Situations

## Business Continuity Plan Overview

### Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan (BCP) is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating footprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope & Structure
- Recovery Strategies and Logistics
- Plan Maintenance and Exercising

### BCP Scope

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- Customer Interfacing – It is recognized that a "business impact" only occurs when an *external-interfacing* element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP
- Infrastructure Integrity – Without critical infrastructure systems, the ability for all other FairPoint business operations (back/front office) can come to a halt. It is these infrastructure systems that provide the critical human-factor of our customer-interfacing services. Critical infrastructure would address such services / systems as, building space for staff, service utilities, telecom network, IT network, etc.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- IT/IS
- Administrative and Support Operations
- Inside and Outside Plant Operations
- NOC (Network Operations Center)
- E-9-1-1
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents (i.e., work-stoppage and pandemic). All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.



FairPoint Communications

1 Davis Farm Road  
Portland, ME 04103

Barney Boynton  
Director, Operational Risk

### **BCP Structure**

The BCP consists of several components:

- The BCP Manual (an overview of all BCP documents)
- IR Playbooks (addresses the response procedures for Physical and Workforce related events),
- Appendices (the IR Playbook procedures links to these Resources Files)
- Department Recovery Plans (Business and Plant Operations)
- Business Impact Assessments (Business and Plant Operations)

The Event Response diagram below identifies the overall BCP documentation and how a disruption or incident will dictate which path of the BCP will be followed to restore business operations.

Once the incident or disruption occurs, the impact first needs to be quickly assessed to determine whether it is a physically disruptive event (local or regional) ("Physically Disruptive Event") or a workforce disruptive event (work-stoppage or pandemic) ("Work-Force Related Disruptive Event"). The disruption is always focused on critical business operations and services that can impact customer interfacing / deliverables.





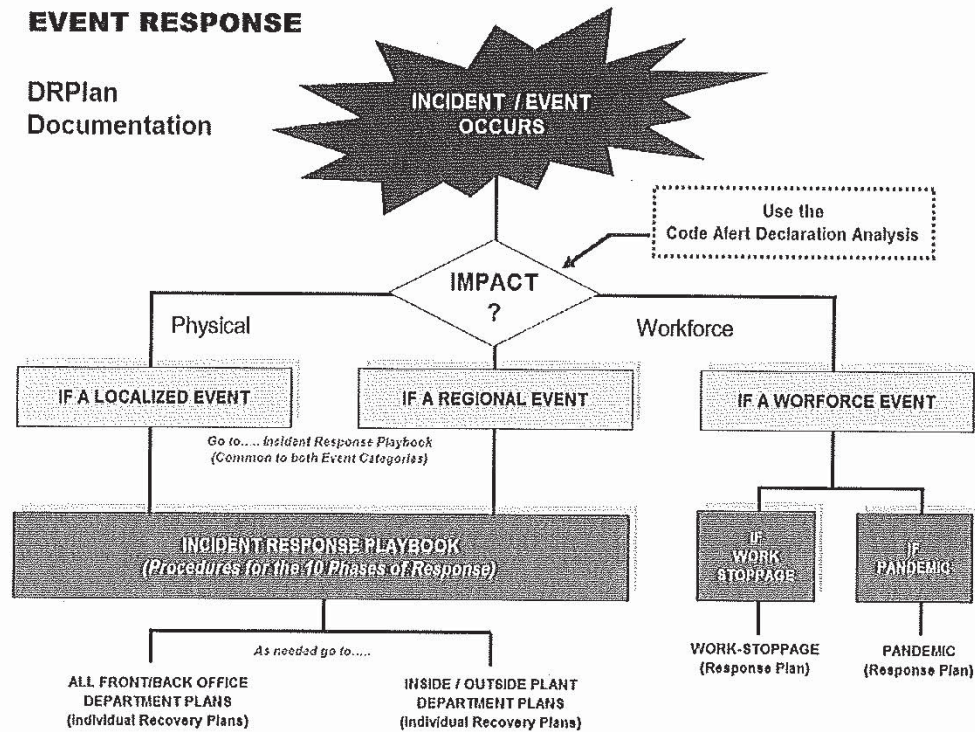
FairPoint Communications

1 Davis Farm Road  
Portland, ME 04103

Barney Boynton  
Director, Operational Risk

## EVENT RESPONSE

DRPlan  
Documentation



### Recovery Strategies and Logistics

Our BCP is based on the premise that FairPoint cannot stop disasters from occurring, but we can address the IMPACT of incidents should they occur. Where possible we will provide risk mitigation measures that will minimize the likelihood of having a serious disruptive incident but in no case can we eliminate all disruptive possibilities. The BCP is triggered by a Disruption Scenario, not a Threat Scenario. FairPoint pre-plans for potential break-points that can result in a customer interfacing disruption and incorporates recovery strategies that will inherently address any potential threat and any resulting business disruption impact. The actual threat (i.e. fire, flood, etc.) is pertinent only with respect to immediate response activities. All subsequent response efforts are focused on the assessment of damages (physical losses and recovery duration) and the implementation of restoration and recovery strategies. The restoration of the business servicing operations and infrastructure systems is based on salvage, replacement of systems and alternate functionality measures, which are pre-defined in the BCP.

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements have a high level of consideration in



FairPoint Communications

1 Davis Farm Road  
Portland, ME 04103

Barney Boynton  
Director, Operational Risk

addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations.

The Ten Response Phases of Physical Event are:

- Incident Notification
- Visual Damage Assessment
- Incident Stabilization
- Command Center Initiation
- Initial Notifications to Business Departments -- to activate plans
- Primary Site Damage Assessments
- Ready Alternate Restoration Sites
- Primary Site Salvage & Recovery
- Business Restoration Process
- Primary Site Re-established

#### **Plan Maintenance and Exercising**

The BCP is a living document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are scenario tested with oversight from FairPoint's Corporate Risk Management Team.

[illegible]



(710) Broadband Price Offerings  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	462192
<015>	Study Area Name	BIG SANDY TSLROOM
<020>	Program Year	2015
<030>	Contact Name - Person USAAC should contact regarding this data	Barbara Salazar
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<038>	Contact Email Address - Email Address of person identified in data line <030>	bsalazar@tslroom.com

<711>	<01>	<02>	<03>	<04>	<05>	<06>	<07>	<08>	<09>	<10>	<11>	<12>	<13>	<14>	<15>
State	Exchange (LLEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select)							



(720) Broadband Price Offerings  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0396/OMB Control No. 3060-0319  
July 2013

<010>	Study Area Code	462192
<015>	Study Area Name	92G SANDY TELECOM
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075342426 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@taiipsoinc.com

<d3>	<d2>	<d1>	<d2>	<d3>	<d4>
State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)
					Broadband Service - Upload Speed (Mbps)
					Usage Allowance (GB)
					Usage Allowance Action Taken When Limit Reached (select)

(800) Operating Companies  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0956/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	452192
<015>	Study Area Name	BIG SANDY TELECOM
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	207354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<810>	Reporting Carrier	Big Sandy Telecom
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	Big Sandy Telecom

<015>	<02>	<03>
Affiliates	SAC	Doing Business As Company or Brand Designation
BE Mobile Communications, Incorporated		dba FairPoint Long Distance
Bentleyville Communications Corporation	170145	dba FairPoint Communications
Berkshire Cable Corp.		dba FairPoint Long Distance
Berkshire Cellular, Inc.		
Berkshire New York Access, Inc.		
Berkshire Telephone Corporation	150073	dba FairPoint Communications
Big Sandy Telecom, Inc.	462192	dba FairPoint Communications / Big Sandy Telecom, Inc.
Bluestem Telephone Company	411838	dba FairPoint Communications
C & E Communications, Ltd.		
Chautauqua & Erie Communications, Inc.	150078	dba FairPoint Long Distance
Chautauqua and Erie Telephone Corporation		dba FairPoint Communications
China Telephone Company	100007	dba FairPoint Communications ? China Telephone Company
Chouteau Telephone Company	433981	dba FairPoint Communications
Columbine Telecom Company (t/k/a Columbine Acquisition Corp.	462204	dba FairPoint Communications / Columbine Telecom Company
Columbus Grove Telephone Company	300604	dba FairPoint Communications
COM Networks, Inc.		
Comerco, Inc.		dba FairPoint Long Distance
Community Service Telephone Co.	100015	dba FairPoint Communications ? Community Service Telephone Co.
C-R Communications, Inc.		
C-R Long Distance, Inc.		dba FairPoint Long Distance / C-R Long Distance, Inc.
C-R Telephone Company	341006	dba FairPoint Communications / C-R Telephone Company
El Paso Long Distance Company		dba FairPoint Long Distance / El Paso Long Distance Company
Elensburg Telephone Company	522412	dba FairPoint Communications



<010>	Study Area Code	462192
<01S>	Study Area Name	BIG SANDY TELECOM
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galarido
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email address of person identified in data line <030>	bgalarido@tallpoint.com
<810>	Reporting Carrier	Big Sandy Telecom
<811>	Holding Company	TallPoint Communications, Inc.
<812>	Operating Company	Big Sandy Telecom

<31>	<32>	<33>
Affiliates	SAC	Doing Business As Company or Brand Designation
Elite Long Distance Corp.		dba FairPoint Long Distance
Enhanced Communications of Northern New England Inc.		
ExOp of Missouri, Inc.		dba FairPoint Communications
FairPoint Broadband, Inc.		dba FairPoint Communications
FairPoint Business Services LLC		
FairPoint Carrier Services, Inc.		
FairPoint Communications Missouri, Inc.	421472	dba FairPoint Communications
FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.)		
FairPoint Vermont, Inc.		dba FairPoint Communications
Geramtown Independent Telephone Company	300618	dba FairPoint Communications
Geramtown Long Distance Company		dba FairPoint Long Distance
GTC Communications, Inc. (f/k/a TPG Communications, Inc.)		
GTC, Inc.	210291	(Florida) dba FairPoint Communications
GTC, Inc.	210329	(Perry) dba FairPoint Communications
Maine Telephone Company	100025	dba FairPoint Communications ? Maine Telephone Company
Marianna and Scenery Hill Telephone Company	170185	dba FairPoint Communications
Marianna Tel, Inc.		dba FairPoint Long Distance
MJD Services Corp.		
MJD Ventures, Inc.		
Northern New England Telephone Operations LLC - Maine	105111	dba FairPoint Communications
Northern New England Telephone Operations LLC - Maine	129113	dba FairPoint Communications
Northland Telephone Company of Maine, Inc.	103313	dba FairPoint Communications ? Northland Telephone Company of Maine, Inc. (Maine)
Odin Telephone Exchange, Inc.	341065	dba FairPoint Communications / Odin Telephone Exchange, Inc.



(800) Operating Companies  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	442192
<015>	Study Area Name	BIG SANDY TELECOM
<020>	Program Year	2013
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galarza
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalarza@fairpoint.com
<810>	Reporting Carrier	Big Sandy Telecom
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	Big Sandy Telecom

<813>	<815>	<82>	<83>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Orwell Communications, Inc.		dba FairPoint Long Distance
	Orwell Telephone Company	3006/9	dba FairPoint Communications
	Peoples Mutual Long Distance Company		dba FairPoint Long Distance
	Peoples Mutual Telephone Company	1992/4	dba FairPoint Communications
	Quality One Technologies, Inc.		dba FairPoint Long Distance
	Ravenwood Communications, Inc.		
	Sidney Telephone Company	1033/3	dba FairPoint Communications ? Sidney Telephone Company
	ST Enterprises, Ltd.		
	ST Long Distance, Inc.		FairPoint Long Distance (Kansas, Colorado, Oklahoma)
	ST Long Distance, Inc.		FairPoint Long Distance / ST Long Distance, Inc. (Illinois)
	ST Long Distance, Inc.		FairPoint Communications Long Distance (Missouri)
	St. Joe Communications, Inc.	2103/9	dba FairPoint Communications
	Standish Telephone Company	1000/5	dba FairPoint Communications ? Standish Telephone Company
	Sunflower Telephone Company, Inc.	45/835	dba FairPoint Communications/Sunflower Telephone Company, Inc. (Colorado)
	Taconic Technology Corp.		
	Taconic Telecom Corp.		dba FairPoint Long Distance
	Taconic Telephone Corp.	15008/4	dba FairPoint Communications
	Telephone Operating Company of Vermont LLC	1451/5	dba FairPoint Communications
	The El Paso Telephone Company	34100/4	dba FairPoint Long Distance
	UI Long Distance, Inc.		FairPoint Communications
	Unite Communications Systems, Inc.		dba FairPoint Communications (Maine)
	Utilities, Inc.		dba FairPoint Utilities (New Hampshire)
	Utilities, Inc.		

<010>	Study Area Code	462192
<015>	Study Area Name	BIG SANDY TELECOM
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075544126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<810>	Reporting Carrier	Big Sandy Telecom
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	Big Sandy Telecom

[illegible]

FCC FORM 481

Line 1010 –Voice Service Rate Comparability

The pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice, FCC DA14-384 released on March 20, 2014.

For Rates See Attachment: (700) Company Price Offerings (voice)



Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Big Sandy Telecom, Inc. provides a Lifeline Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toll calling included in the pricing for the offering.

The tariff pages outlining the terms of the Lifeline Program in Big Sandy Telecom, Inc are attached. The terms and conditions of residential basic local exchange service, package and bundle offerings can be found at <http://www.tariffs.net/fairpoint/tler.asp?cid=1644>.



Form 481 Line 1210- Terms & Conditions for Lifeline Customers

BIG SANDY TELECOM, INC.

Colo. PUC No. 5  
8<sup>th</sup> Revised Sheet No. 63  
Cancels 7<sup>th</sup> Revised Sheet No. 63

Rules, Regulations or Extension Policy

LOCAL ACCESS SERVICE

4. Colorado Direct Service Programs

4.1 Lifeline Program

The Company shall provide Lifeline Program benefits as defined in 47 C.F.R. §54.401 (a) on a nondiscriminatory basis to all qualifying low-income customers. The Company's Lifeline Program offering shall comply with all applicable federal and state laws, including, but not limited to 47 C.F.R. Part 54, Subpart B; the FCC's Lifeline Reform Order (Report and Order released February 6, 2012, WC Docket No. 11-42, et al) and any subsequent clarifying orders.

(C)  
(C)  
|  
(C)

4.1.1 RESERVED FOR FUTURE USE

(C)  
(D)  
|  
(D)

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

BIG SANDY TELECOM, INC.

Colo. PUC No. 5  
3rd Revised Sheet No. 63.1  
Cancels 2<sup>nd</sup> Revised Sheet No. 63.1

Rules, Regulations or Extension Policy

LOCAL ACCESS SERVICE

4. Colorado Direct Service Programs (Cont'd.)

4.1 Low-Income Telephone Assistance Program (Cont'd.)

4.1.1 General Description (Cont'd.)

- (D) Eligible customers may choose one or both of the programs set forth in paragraphs 4.1.1(B) and (C).
- (E) Eligible customers may obtain "Low-Income Toll Blocking" or "Low-Income Limited Toll Blocking" free of charge. "Low-Income Toll Blocking" is a service that does not allow any toll calls (1+ 1 or 0+). "Low-Income Limited Toll Blocking" provides the customer with limited ability to make toll calls by dialing 0+, and using a calling card, credit card, or prepaid calling card. Billed number screening is applied to all lines equipped with "Low-Income Toll Blocking" or "Low-Income Limited Toll Blocking". Billed number screening prevents most third party, and collect calls from being charged to the access line.
- (F) Eligible customers that elect to take "Low-Income Toll Blocking" will not be required to pay a service deposit.
- (G) Service will not be disconnected for nonpayment of toll as long as the eligible customer continues to pay the local service charges.
- (H) Eligible customers are offered toll control in the following manner. The customer must take "Low-Income Limited Toll Blocking". A line equipped with "Low-Income Limited Toll Blocking" provides the customer with limited ability to make toll calls by dialing an 800 number, and using a calling card, credit card, or prepaid calling card.

4.1.2 Undertaking of the Telephone Company

- (A) The Telephone Company will begin providing the services and Low-Income Telephone Assistance Program discounts described in Section 4.1.1 preceding on the date this tariff is approved or becomes effective by operation of law. (T)
- (B) The Telephone Company will waive the Service Order Charges to change to or from the Low-Income Telephone Assistance Program due to change in eligibility status.
- (C) The Telephone Company will collect a surcharge as determined by the Commission to fund the Low-Income Telephone Assistance Program beginning on July 1, 1991, from each end user utilizing Local Exchange Service within its exchange(s) except as provided in 4.1.3 (C) following.

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

BIG SANDY TELECOM, INC.

Colo. PUC No. 5  
4<sup>th</sup> Revised Sheet No. 63.2  
Cancels 3<sup>rd</sup> Revised Sheet No. 63.2

Rules, Regulations or Extension Policy

LOCAL ACCESS SERVICE

4. Colorado Direct Service Programs (Cont'd.)

4.1 Low-Income Telephone Assistance Program (Cont'd.)

4.1.2 Undertaking of the Telephone Company (Cont'd.)

- (D) The Telephone Company will keep accurate records of the revenues they forgo in reducing their customary charges as a result of this program in conformity with 47 CFR §54.403 and §54.411. pursuant to 47 CFR §54.401(d) the Telephone Company will provide the records to the federal Administrator.

4.1.3 Limitations

- (A) The Telephone Company will provide the discounts described in Subsections 4.1.1(A) and (B) only to low income end users who meet the eligibility requirements established by the Emergency Telephone Access Act found in Title 40 1 Article 3.4 of the Colorado Revised Statutes, and who are certified for eligibility by the Colorado Department of Human Services.
- (B) The discounts are applicable only on the end user's principal residence line.
- (C) State or Local governmental bodies and residential end users eligible for assistance from the Low-Income Telephone Assistance Program, will not be charged the surcharge for the funding of this program as set forth in 4.1.2 (C) above.

(D)  
-----  
(D)

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

BIG SANDY TELCOM, INC.

Colo. PUC No. 5  
3<sup>rd</sup> Revised Sheet No. 63.3  
Cancels 2<sup>nd</sup> Revised Sheet No. 63.3

Rules, Regulations or Extension Policy

LOCAL ACCESS SERVICE

4. Colorado Direct Service Programs (Cont'd.)

4.1 Low-Income Telephone Assistance Program (Cont'd.)

4.1.4 Obligations of the End User

The end user seeking the Low-Income Telephone Assistance Program discounts are responsible for demonstrating that he/she meets the eligibility requirements of the programs. Furthermore, it will be the obligation of the end user to provide any recertification of eligibility provided by the Colorado Department of Human Services to the Telephone Company in a timely manner.

4.1.5 Payment Arrangements and Credit Allowances

Payment arrangements and credit allowances are as set forth in Section 2.5 preceding.

4.1.6 Rate Regulations

- (A) The Local Exchange Service rate reduction for the Lifeline portion of the Low-Income Telephone Assistance Program participants is as set forth in Section 20.4 (A). The rate reduction will be prorated on the basis of a 30-day month from the effective date of the end user's application.
- (B) The flat rate surcharge for the funding of the Low Income Telephone Assistance Program is collected on a per access line per month basis from all Business, Residential and Paystation Access lines except State or Local governmental bodies and Low-Income Telephone Assistance Program participants, and is as set forth in 20.4 (B).

(D)  
(D)

(D) Low-Income Toll blocking is offered at no charge to eligible customers.

(B) Low-Income Limited Toll blocking is offered at no charge to eligible customers



Form 481 Line 1210- Terms & Conditions for Lifeline Customers

BIG SANDY TELECOM, INC.

Colo. PUC No. 5  
23<sup>rd</sup> Revised Sheet No. 108  
Cancels 22<sup>nd</sup> Revised Sheet No. 108

Rules, Regulations or Extension Policy

LOCAL ACCESS SERVICE

20. Rates and Charges

All the rates and charges for the services offered in this tariff are shown in this section. Reference is made for each rate element to the appropriate tariff paragraph where the application of the service is described.

20.1 RESERVED FOR FUTURE USE

20.2 Payment Related Charges

(A) Payment Related Charges

	Rate	Source
(1) Deposit if Required Per End User	Not to Exceed 90 Days, Basic Local Exchange Svc.	2.4.1.(B)
(2) NSF Check Charge	\$20.00	2.5.1.(A) (2)

20.3 Access Ordering, Service Connection, Move and Change Services

(A) Access Order Charge

(1) Initial Service Order Charge Per Order	\$20.00	3.4 (A)
(2) Subsequent Service Order Charge Per Order	\$10.00	3.4. (B)
(3) Central Office Charge Per Connection	\$15.00	3.4. (C)
(4) Premise Visit Charge Per Premise Visit	\$30.00	3.4.(D)

20.4 Lifeline Program

(A) Residential Local Exchange Access Service Rate - Lifeline Reduction Per Access Line	\$9.25	4.1.6 (A)
---	--------	-----------

(C)

(D)  
(D)